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IN THE CLAIMS:

Please substitute the following claims for the same-numbered claims in the application:

1. (Currently Amended) A computerized method for tracking equipment repair comprising:  
~~maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;~~  
~~based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;~~  
receiving an equipment identification of an item of equipment to be repaired from a user;  
determining a number of prior failures for said item of equipment;  
providing said user with a list of common problems and a component hierarchy for ~~other same type items~~ said item of equipment;  
if no selection from said list of common problems and said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information for all major components related to all common problems;  
if a selection of at least one of a common problem from said list and a component from said component hierarchy is received from said user, providing said user with a

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plurality of statistical failure values and historic repair information for only selected components and components related to selected problems.

wherein if said item of equipment has at least a predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment alone and

wherein if said item of equipment has less than said predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment and for other same type items of equipment.

~~receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component from said component hierarchy;~~

~~in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~providing said user with said detailed information.~~

2. (Currently Amended) The method in claim 1, wherein said receiving of said ~~input~~ selection from said user further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

3. (Currently Amended) The method of claim 1, wherein said statistical failure values comprise the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure ~~said process of providing said detailed information includes providing detailed information for similar equipment.~~
4. (Currently Amended) The method in claim 1, wherein if said selection comprises said a common problem and no components, ~~said detailed historic repair~~ information provided to said user further comprises all successful repairs and any comments regarding unsuccessful repairs of components related to said problem selected by said user, with the most recent successful repairs being listed first.
5. (Currently Amended) The method in claim 1, wherein if said selection comprises a component and no problems ~~is selected by said user~~, ~~said detailed historic repair~~ information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of matching any said component selected by said user.
6. (Canceled).
7. (Currently Amended) The method in claim 1, further comprising calculating said statistical failure values based on successful repairs and not on unsuccessful repairs

~~wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.~~

8. (Currently Amended) A computerized method for tracking equipment repair comprising:

~~maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;~~

~~based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;~~

~~receiving an equipment identification of an item of equipment to be repaired from a user;~~

determining a number of prior failures for said item of equipment;

~~providing said user with a list of common problems and a component hierarchy for same type items~~ said item of equipment;

if no selection from said list of common problems and said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information comprising all successful repairs and any comments regarding unsuccessful repairs for all major components related to all common problems;  
and

if a selection of at least one of a common problem from said list and a component from said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information comprising all successful repairs and any comments regarding unsuccessful repairs for only selected components and components related to selected problems,

wherein if said item of equipment has at least a predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment alone.

wherein if said item of equipment has less than said predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment and for other same type items of equipment, and

wherein said statistical failure values comprise

~~receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component from said component hierarchy;~~

~~in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~providing said user with said detailed information, wherein if said selection comprises said component, said detailed information comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most~~

recent failure, and the next expected failure ~~for said component in said item of equipment and in said other same type items.~~

9. (Currently Amended) The method in claim 8, wherein said receiving of said selection input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.
10. (Canceled).
11. (Currently Amended) The method in claim 8, wherein if said selection comprises said a common problem and no components, said ~~detailed~~ historic repair information provided to said user further comprises all successful repairs and any comments regarding unsuccessful repairs of components related to said problem selected by said user, with the most recent successful repairs being listed first.
12. (Currently Amended) The method in claim 8, wherein if said selection comprises a component and no problems is selected by said user, said ~~detailed~~ historic repair information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of matching any said component selected by said user.
13. (Canceled).

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14. (Currently Amended) The method in claim 8, further comprising calculating said statistical failure values based on successful repairs and not on unsuccessful repairs ~~wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.~~

15. (Currently Amended) A computerized method for tracking equipment repair comprising:

maintaining a database containing ~~history~~ data regarding items of equipment, said ~~history~~ data comprising component hierarchies, failure descriptions, common problems associated with said items of equipment and historic repair information for said items of equipment, repair histories;

~~based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures~~ statistical failure values for said components in said component hierarchies,

wherein said statistical failure values comprise the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure and

wherein the mean time between failures is calculated by ignoring repairs where the same problem occurred within a predetermined time of the most recent failure;

receiving an equipment identification of an item of equipment to be repaired from a user;

determining a number of prior failures for said item of equipment;

providing said user with a list of common problems and a component hierarchy  
for ~~same type items~~ said item of equipment;

if no selection from said list of common problems and said component hierarchy  
is received from said user, providing said user with a plurality of said statistical failure  
values and with historic repair information comprising all successful repairs and any  
comments regarding unsuccessful repairs for all major components related to all common  
problems; and

if a selection of at least one of a common problem from said list and a component  
from said component hierarchy is received from said user, providing said user with a  
plurality of said statistical failure values and with historic repair information comprising  
all successful repairs and any comments regarding unsuccessful repairs for only selected  
components and components related to selected problems.

wherein if said item of equipment has at least a predetermined number of  
said prior failures, then said historic repair information provided to said user is for said  
item of equipment alone and

wherein if said item of equipment has less than said predetermined  
number of said prior failures, then said historic repair information provided to said user is  
for said item of equipment and for other same type items of equipment.

~~receiving input from said user in response to said list of common problems and~~  
~~said component hierarchy, wherein said input comprises a selection of at least one of a~~  
~~common problem from said list and a component in said component hierarchy; and~~



~~in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment;~~

~~providing said user with said detailed information,~~

~~wherein if said selection comprises said component alone, said detailed information comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure for said component in said item of equipment and in said other same type items, and~~

~~wherein if said selection comprises said common problem alone, said detailed information comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure for all components in said item of equipment and in said other same type items that are associated with said common problem;~~

~~receiving additional input from said user regarding repair of said item of equipment and repair of said other same type items;~~

~~based on said additional input, updating said repair histories in said database; and~~

~~recalculating and storing said failure probabilities and said mean times between failures, wherein said recalculating of said mean times between failures comprises ignoring repairs where the same problem occurred within a predetermined time of the most recent failure.~~

16. (Currently Amended) The method in claim 15, wherein said receiving of said ~~input~~ selection further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.
17. (Currently Amended) The method in claim 15, wherein if said selection comprises a component and no problems is selected by said user, said detailed historic repair information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of matching any said component selected by said user.
18. (Currently Amended) The method in claim 15, wherein if said selection comprises a problem and no components are selected by said user, said detailed historic repair information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of major components matching any related to said problem selected by said user.
19. (Canceled).
20. (Currently Amended) A computerized method for tracking equipment repair comprising:  
maintaining a database containing ~~history~~ data regarding items of equipment, said ~~history~~ data comprising component hierarchies, failure descriptions, common problems

associated with said items of equipment and historic repair information for said items of equipment repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures statistical failure values for said components in said component hierarchies,

wherein said statistical failure values comprise the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure and are calculated based on successful repairs and not unsuccessful repairs;

receiving an equipment identification of an item of equipment to be repaired from a user;

determining a number of prior failures for said item of equipment;

providing said user with a list of common problems and a component hierarchy for ~~same type items~~ said item of equipment;

if no selection from said list of common problems and said component hierarchy is received from said user, providing said user with a plurality of said statistical failure values and with historic repair information comprising all successful repairs and any comments regarding unsuccessful repairs for all major components related to all common problems; and

if a selection of at least one of a common problem from said list and a component from said component hierarchy is received from said user, providing said user with a plurality of said statistical failure values and with historic repair information comprising

all successful repairs and any comments regarding unsuccessful repairs for only selected components and components related to selected problems.

wherein if said item of equipment has at least a predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment alone and

wherein if said item of equipment has less than said predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment and for other same type items of equipment.

~~receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~providing said user with said detailed information, wherein if said selection comprises said common problem alone, said detailed information comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure for all components in said item of equipment and in said same type items that are associated with said common problem.~~

21. (Currently Amended) The method in claim 20, wherein said receiving of said selection input further comprises allowing said user to browse through multiple levels of

said component hierarchy and select at least one component from any level of said component hierarchy.

22. (Canceled).

23. (Currently Amended) The method in claim 20, wherein if said selection comprises said a common problem and no components, said detailed historic repair information provided further comprises all successful repairs and any comments regarding unsuccessful repairs of components related to said problem, with the most recent successful repairs being listed first.

24. (Currently Amended) The method in claim 20, wherein if said selection comprises a component and no problems is identified by said user, said detailed historic repair information comprises all successful repairs and any comments regarding unsuccessful repairs matching any said component selected by said user.

25. (Currently Amended) The method in claim 20, wherein said mean time between failures is further calculated by ignoring repairs where the same problem occurred within a predetermined time of the most recent failure if no components are identified by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

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26. (Canceled).

27. (Currently Amended) A computerized service for tracking equipment repair comprising:

~~maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;~~

~~based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;~~

receiving an equipment identification of an item of equipment to be repaired from a user;

determining a number of prior failures for said item of equipment;

providing said user with a list of common problems and a component hierarchy for ~~other same type items~~ said item of equipment;

if no selection from said list of common problems and said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information for all major components related to all common problems;  
and

if a selection of at least one of a common problem from said list and a component from said component hierarchy is received from said user, providing said user with a

plurality of statistical failure values and historic repair information for only selected components and components related to selected problems.

wherein if said item of equipment has at least a predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment alone and

wherein if said item of equipment has less than said predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment and for other same type items of equipment.

~~receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component from said component hierarchy;~~

~~in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~providing said user with said detailed information.~~

28. (Currently Amended) The service in claim 27, wherein said receiving of said selection input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

29. (Currently Amended) The service in claim 27, wherein said statistical failure values comprise the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure said ~~process of providing said detailed information includes providing detailed information for~~ similar equipment.
30. (Currently Amended) The service in claim 27, wherein if said selection comprises said a common problem and no components, said detailed historic repair information provided to said user further comprises all successful repairs and any comments regarding unsuccessful repairs of components related to said problem selected by said user, with the most recent successful repairs being listed first.
31. (Currently Amended) The service in claim 27, wherein if said selection comprises a component and no problems ~~is selected by said user~~, said detailed historic repair information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of matching any said component selected by said user.
32. (Currently Amended) The service in claim 27, further comprising calculating said statistical failure values based on successful repairs and not on unsuccessful repairs ~~wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.~~



33. (Canceled).

34. (Currently Amended) A program storage device readable by computer tangibly embodying a program of instructions executable by said computer, said program of instructions comprising a method for tracking equipment repair comprising:

~~maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;~~

~~based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;~~

receiving an equipment identification of an item of equipment to be repaired from a user;

determining a number of prior failures for said item of equipment;

providing said user with a list of common problems and a component hierarchy for ~~other same type items~~ said item of equipment;

if no selection from said list of common problems and said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information for all major components related to all common problems;  
and

if a selection of at least one of a common problem from said list and a component from said component hierarchy is received from said user, providing said user with a plurality of statistical failure values and historic repair information for only selected components and components related to selected problems,

wherein if said item of equipment has at least a predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment alone and

wherein if said item of equipment has less than said predetermined number of said prior failures, then said historic repair information provided to said user is for said item of equipment and for other same type items of equipment,

~~receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component from said component hierarchy;~~

~~in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~providing said user with said detailed information.~~

35. (Currently Amended) The program storage device in claim 34, wherein said receiving of said selection input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

36. (Currently Amended) The program storage device in claim 34, wherein said statistical failure values comprise the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure ~~process of providing said detailed information includes providing detailed information for similar equipment.~~
37. (Currently Amended) The program storage device in claim 34, wherein if said selection comprises said a common problem and no components, said detailed historic repair information provided to said user further comprises all successful repairs and any comments regarding unsuccessful repairs of components related to said problem selected by said user, with the most recent successful repairs being listed first.
38. (Currently Amended) The program storage device in claim 34, wherein if said selection comprises a component and no problems ~~is selected by said user~~, said detailed historic repair information provided to said user comprises all successful repairs and any comments regarding unsuccessful repairs of matching any said component selected by said user.
- 39 (Canceled).

40. (Currently Amended) The program storage device in claim 34, wherein said method further comprises calculating said statistical failure values based on successful repairs and not on unsuccessful ~~wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.~~

41. (Currently Amended) A computerized system for tracking equipment repair comprising:

~~means for maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;~~

~~means for calculating, based on said history data, failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;~~

means for receiving an equipment identification of an item of equipment to be repaired from a user;

means for determining a number of prior failures for said item of equipment;

means for providing said user with a list of common problems and a component hierarchy ~~for same type items~~ for said item of equipment;

means for receiving ~~input~~ from said user in response to said list of common problems and said component hierarchy one of no selection from said list of common problems and said component hierarchy and, ~~wherein said input comprises a selection of~~

at least one of a common problem from said list and a component in said component hierarchy;

~~means for searching, in response to said input, said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and~~

~~means for providing said user with a plurality of statistical failure values and with historic repair information, in response to said input from said user, said user with said detailed information,~~

wherein if said number of prior failures for said item of equipment is at least a predetermined number, then said historic repair information is for said item of equipment alone,

wherein if said number of prior failures for said item of equipment is less than said predetermined number, then said historic repair information is for said item of equipment and for other same type items of equipment,

wherein if said no selection is received from said user, then said historic repair information is for all major components related to all common problems, and

wherein if said selection is received from said user, then said historic repair information is only for selected components and for components related to selected problems that matches said selection.